

W-02250 A-14-0028



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ARIZONA CORPORATION COMMIS

UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion **No.** 2014 - 116453

Date: 5/29/2014 Corporation Commissioner

Complaint Description: 04D Service - Not Working
N/A Not Applicable

DOCKETED

MAY 29 2014

First:

Last:

Complaint By: Michelle

Barker

DOCKETED BY

Account Name: Michelle Barker

Home: (000) 000-0000

Street: n/a

Work: (000) 000-0000

City: Sanders

CBR:

State: AZ Zip: 00000

is:

Utility Company: Arizona Windsong Realty, Inc.

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

From: Michelle Barker [mailto:]
Sent: Wednesday, May 28, 2014 7:56 AM
To:
Subject: Arizona Windsong

ORIGINAL

Good Morning

My mother Marcella Barker and I live in Park Estates and I know she has been in contact with you several times. I am sending this email to you this morning to complain which I am sure you are being bombarded with complaints but seriously something has to be done. We don't know what to do where to turn but we are tired of being without water. It is enough to drive a person insane. I couldn't go to work yesterday because I had no water to shower or clean up and I was gone over the memorial day weekend so I didn't have time to haul water and my mom stayed home alone and she cannot haul water. I did haul water yesterday and was able to clean up somewhat and got to work today but we have to use the hauled water to flush our toilets and to go without showers for a couple days when I am a shower person is very difficult. Mrs. Paulsell needs to get her act together and do something I don't understand how the company has no money to do repairs when all these years Mr. Paulsell has run the company alone other than her sending out the bills. That should have kept their labor overhead down to where they could afford to upkeep the water lines. It's amazing to me that Mrs. Paulsell has no qualms in taking our monthly pay every month for the past 6 months when most days we can't even shower or do our dishes or even flush the toilet. And yet every month we get a bill saying we used x amount of gallons when we can't even get a drip out of the faucet sometimes. Mrs. Paulsell has her own "compound" and has her own water tanks that supply water to her home so she doesn't care that her customers are without a basic need of running water. And any confrontation with her results in her screaming her head off at you and it's kind of risky to confront her because she is crazy enough to completely stop our water service. I don't know if an audit has been requested of how bad the Paulsell's finances were to assess if she is being honest about not being able to make the repairs needed for her customers to have water. But when you see she has a general store in her compound and several rentals in the community as well as the 80 plus customers that pay her every month for nonexistent water service and when you see her coming out of a shopping center with two carts piled high of

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stuff and she lives alone it's hard to believe she is really that destitute. I am not saying she is rolling in the dough but if she wants that monthly bill to be paid and I can't get to work because I couldn't shower well it's going to be hard for me to pay her bill if I lose my job.

Michelle Barker
Buyer

SANDERS, AZ 86512

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion noted and filed in Docket No. W-02250A-14-0028. closed

End of Comments

Date Completed: 5/29/2014

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